

## ANNUAL VRS CONSUMER COMPLAINT LOG

June 1, 2011 – May 31, 2012

SUMMARY												
Month/Year	6/2011	7/2011	8/2011	9/2011	10/11	11/2011	12/2011	1/2012	2/2012	3/2012	4/2012	5/2012
Total Complaints (N = 45)	3	7	2	2	4	5	4	6	4	3	3	2

DETAIL				
#	Complaint Date	Nature of Complaint	Resolution Date	Complaint Resolution Explanation
1	6/20/2011	<i>Call Procedure/Technical</i> – Customer expressed concern that he was twice in the VRS queue and his call was not automatically answered. He also reported that his screen froze and was disconnected.	6/20/2011	Concern directed to supervisor for VI workstation technical check. <i>Resolved.</i>
2	6/21/2011	<i>Competence</i> – Customer complained that the VI was not able to follow what he was saying, wanted Snap to keep an eye on voicing quality of this particular VI.	6/25/2011	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
3	6/28/11	<i>Call Procedure</i> – Customer unhappy with VI transfers during lengthy call, prefers to stay with same VI throughout.	6/30/11	VRS rules explained to customer; complaint directed to supervisor's attention for VI coaching. <i>Resolved.</i>
4	7/5/11	<i>Competence</i> – Customer stated that he was not satisfied with VI quality during the call.	7/8/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
5	7/7/11	<i>Call Procedure</i> – Customer stated that he was not satisfied how the VI processed his call, asked too many questions.	7/9/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
6	7/13/11	<i>Competence</i> – Customer expressed concern about VI looking at another computer during the call, but otherwise said she was skilled at call handling.	7/16/11	Concern directed to supervisor for VI coaching and workstation review. <i>Resolved.</i>
7	7/13/11	<i>Competence</i> – Customer complained about VI attitude during call handling.	7/16/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
8	7/14/11	<i>Competence</i> – Customer complained that the VI had an attitude and was not able to easily follow what he was trying to say.	7/18/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
9	7/19/11	<i>Competence</i> – Customer expressed frustration about quality of the VI handling the call.	7/23/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
10	7/22/11	<i>Call Procedure</i> – Customer felt VI transfer took place too soon during call, prefers to stay with same VI throughout.	7/25/11	VRS rules explained to customer; complaint directed to supervisor's attention for VI coaching. <i>Resolved.</i>
11	8/5/11	<i>Competence</i> – Customer expressed frustration about quality of the VI handling the call.	8/9/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
12	8/24/11	<i>Technical</i> – Customer experiencing freezing issues while attempting to make calls.	8/27/11	Concern directed to technical support for follow up. <i>Resolved.</i>
13	9/20/11	<i>Competence</i> – Customer expressed frustration about quality of the VI handling the call.	9/24/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
14	9/27/11	<i>Competence</i> – Customer complained that the VI had an attitude and switched to another VI too soon during the call.	9/30/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>

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15	10/7/11	<i>Competence/Content</i> – Customer expressed frustration about quality of the VI handling the call, and that the VI was not translating accurately.	10/12/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
16	10/11/11	<i>Procedure/Competence</i> – Customer complained that the VI repeated the number for the call being dialed and skipped words while voicing.	10/16/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
17	10/25/11	<i>Competence</i> – Customer complained about VI attitude during handling of a prior call.	10/30/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
18	10/31/11	<i>Competence</i> – Customer stated that he was not satisfied with VI quality during the call.	11/3/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
19	11/1/11	<i>Procedure</i> – Customer stated that the VI hung up at the end of his call without asking if he wished to make another call.	11/6/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
20	11/1/11	<i>Procedure/Technical</i> – Customer stated that she did not have the full attention of the VI handling the call.	11/6/11	Complaint directed to supervisor for VI coaching and workstation review. <i>Resolved.</i>
21	11/10/11	<i>Procedure</i> – Customer stated difficulty viewing the VI due to background and clothing colors.	11/12/11	Complaint directed to supervisor for VI coaching and workstation modifications. <i>Resolved.</i>
22	11/17/11	<i>Competence</i> – Customer stated that he was not satisfied with VI quality during the call.	11/17/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
23	11/17/11	<i>Competence</i> – Customer stated that she was not satisfied with VI quality during the call.	11/20/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
24	12/8/11	<i>Competence/Content</i> – Customer expressed frustration about quality of the VI handling the call, and that the VI was not translating accurately.	12/12/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
25	12/12/11	<i>Competence/Content</i> – Customer complained about the VI handling a workplace-related call, and that the VI was not translating accurately.	12/16/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
26	12/15/11	<i>Competence</i> – Customer stated that she was not satisfied with VI quality during the call, wanted the VI to sign higher.	12/20/11	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
27	12/27/11	<i>Technical</i> – Customer sought help to resolve difficulty in making VCO calls.	12/30/11	Concern directed to technical support for follow up. <i>Resolved.</i>
28	1/3/12	<i>Procedure</i> – Customer stated that the VI hung up at the end of her call without asking if she wished to make another call.	1/8/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
29	1/16/12	<i>Competence</i> – Customer stated that she was not satisfied with VI quality during the call.	1/20/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
30	1/17/12	<i>Procedure/Competence</i> – Customer complained about VI quality in handling a workplace-related call, including VI transfer.	1/24/12	VRS rules explained to customer; complaint directed to supervisor's attention for VI coaching. <i>Resolved.</i>
31	1/23/12	<i>Procedure</i> – Customer stated that the VI hung up at the end of his call without asking if he wished to make another call.	1/27/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
32	1/26/12	<i>Competence</i> – Customer stated that she was not satisfied with VI quality whenever she has this VI handle calls.	1/30/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
33	1/27/12	<i>Competence</i> – Customer expressed frustration about quality of the	2/4/12	Complaint directed to supervisor for

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		VI handling the call, and that the VI was not translating accurately.		VI coaching. <i>Resolved.</i>
34	2/1/12	<i>Procedure/Technical</i> – Customer complained about VI technical handling of VCO call set up process.	2/6/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
35	2/10/12	<i>Competence</i> – Customer expressed frustration about quality of the VI handling the call.	2/15/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
36	2/22/12	<i>Competence</i> – Customer did not like the demeanor of the VI handling the call.	2/27/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
37	2/23/12	<i>Procedure</i> – Customer complained about VI call handling in general, including transfers and background noises.	2/28/12	Complaint shared with supervisor for general VI training. <i>Resolved.</i>
38	3/20/12	<i>Competence</i> – Customer complained about quality of the VI handling the call.	3/25/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
39	3/21/12	<i>Competence</i> – Customer expressed concern about quality of the VI handling the call.	3/27/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
40	3/22/12	<i>Procedure</i> – Customer complained about VI transfers during call.	3/27/12	VRS rules explained to customer; complaint directed to supervisor's attention for VI coaching. <i>Resolved.</i>
41	4/11/12	<i>Technical</i> – Customer expressed concern about queue notification when calling into the system.	4/11/12	Noted and forwarded to technical department. <i>Resolved.</i>
42	4/13/12	<i>Competence</i> – Customer complained about quality of the VI handling the call.	4/18/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
43	4/27/12	<i>Procedure/Content</i> – Customer stated VI did not adequately transmit automated menu options during call.	5/1/12	Complaint directed to supervisor for VI coaching. <i>Resolved.</i>
44	5/17/12	<i>Procedure</i> – Customer stated difficulty viewing the VI due to dark background.	5/19/12	Complaint directed to supervisor for workstation modifications. <i>Resolved.</i>
45	5/18/12	<i>Competence</i> – Customer complained about quality of two VIs who had handled previous calls.	5/20/12	Complaint documented; both VIs were terminated prior to complaint. <i>Resolved.</i>